**Major Royden Anil D’Souza**

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**Professional Précis**

**Administration**

**Real Estate Management**

**Optimization of Establishment Costs**

**Facilities Management**

**Security Management**

**Office Fit outs**

**Infrastructure Operations**

**Budgeting & Cost Maximization**

**Legal & Compliances**

**Public Relations & Liaison**

**Team Management**

* **Ex Short Service Army Major from the Infantry Corps** with over **10 years** of experience in handling Human Resource Management, Employee Relations, Industrial Relations, Facility Management, Security Management, General administration and Team Management.
* ***Presently – Head Infra & Facilities at AGEON Religare Life Insurance***
* ***Expert in Real Estate Management & Strategic management of properties spread over wide geographies.***
* ***Expert in office relocation, optimization and resizing to meet current economic requirements.***
* Comprehensive experience in Administration, Property Acquisition, Infrastructure management.
* Previously worked as Project Lead for 3 Lean Six Sigma project on Asset Utilization, Electricity Cost Reduction & Travel cost.
* Excellent track record in team building.
* A keen communicator with the ability to relate to people across all hierarchical levels in the organisation.
* Liaison with various government bodies such as the Municipal bodies, Police, Industrial regulatory agencies and Labour Commissioner’s office.

**Core Competencies**

* General Administrative control of large organisations with wide spread geographical reach.
* Optimisation of establishment costs.
* Facility Management with specific reference to building maintenance & interior upkeep, HVAC installation and maintenance, Electrification, Fire fighting Equipment, Sanitation and waste disposal, Canteen services, transportation and Security.
* MIS and Dashboards that give management spot clarity on admin costs and their trends.
* Expert in Office Roll Outs (Property Acquisition, Fit out and delivery to the business)
* Travel management.
* Exceptional vendor contacts for Infrastructure set up and Real Estate Management.
* Managing large teams over extended geographies and co ordination of tasks within such large teams to achieve KPIs.
* Worked on an OHAS project to evolve a safety manual for Reliance Capital Ltd. Also implemented projects for Access Control and CCTV monitoring of offices and premises.
* Monitoring security services involving trade and information secrets as well as check the Legal Compliance.
* Compliance Management, Liaison with various government bodies, CSR activities and Public Relations.

**Noteworthy Accomplishments**

* Kargil War (Op Vijay 1999) Veteran.
* Optimisation of branch infrastructure costs and setup of low cost branches Pan India, in IDBI Federal, RCF and also in current assignment. Overall 20 Cr reductions in establishment costs in FY 12- 13.
* OPEX Optimisation in AEGON Religare to the tune of 9 Cr out of a 30 Cr budget in 01 year.
* Spearheaded the creation of an ADMINSTRATION AND FACILTIES MANUAL to govern all admin processes and formats. RELIANCE CAPITAL.
* Participated in the core team that worked towards certification under ISO 14001 in 2005. EMERSON NETWORK POWER.
* Successfully completed the implementation of BPMS processes in the admin & facilities setup of the organisation. RELIANCE CAPITAL.
* Designed and implemented an employee query management module that was rolled into the intranet called “online facility management module” to allow employees to log any type of requests online and then track completion and give feedback on service. RELIANCE CAPITAL.
* Launched the admin portal that took all routine admin functions to an automated level with integration into the existing sap mainframe in Kuoni. THE KUONI TRAVEL GROUP.

**Career Conspectus**

**Since Sept 2011 with AEGON Religare Life Insurance Co Ltd as Head – Infrastructure & Facilities**

Accountabilities

* **Real estate management** and roll out at Pan India Level of agency branch offices.
* **Optimisation,** of property rentals V/S space, and OPEX in all these properties. Major achievement is this area has been to reduce the OPEX cost by almost 30% through implementation of specific cost maximisation measures. Property rental costs have been reduced by over 50%, partly on account of performance closures and also relocation of offices to cheaper locations
* **Gen Administration,** major achievements under this area has been to streamline data collection so as to create active MIS thereby increasing accountability and transparency in various gen admin areas such as commercial and billing, vendor management, operating leases, insurance, asset management, AMCs and employee related soft services.
* **Facilities Management,** through a strong process and SOP resulting in acceptable TAT and down time as also high quality of preventive maintainance that has ultimately led to reduced repair and maintainance costs.
* **Travel & Events,** herein the major achievement was revamping the travel policy and making certain efficient tie ups with vendors work. This resulted in a 40% reduction of travel costs as compared to the previous year.
* **Team Management**
* **Leadership,** as part of the companies “EXECOM” or executive management committee, drive better environments for employees and participate in strategic decision making so as to realise our annual targets without losing sight of company vision and values.

**May 2010 until Sep 2011 with IDBI Federal Life Insurance Company (Formerly known as IDBI Fortis) as Associate Vice President – Administration and Property**

Accountabilities

* **Property Acquisition**, roll out at Pan India Level.
* **General Administrative** control for all **55 branches** through a centralised structure. This includes Facilities Management, Maintainance & Security.
* **Infrastructure Management** to include rental payout monthly, administration of property related issues and liaison with landlords/owners, tracking escalations in rent and security deposits.
* Admin & Infra **Cost management** and optimisation.
* **MIS**.
* **Procurement** of admin services, white goods and property fit out related procurement.
* **Statutory Compliances** of all 55 branches to include Labour Compliances, Local and State level compliances, Notices if any and filing of annual returns under various statutes.
* **Travel Management** and travel system administration.
* **Production Management** (Printing of all marketing collaterals, forms and formats and campaign materials incl gifting and promotional materials. This sub function administers over 30 Lakhs worth of printing and materials monthly).
* Managing the **Admin Helpdesk**. Remote assistance to branches for all administrative issues through a centralised reactive helpdesk, also mobilisation of required action on site to resolve issues raised.
* **BCP (Business Continuity Planning)** support in real time.

**May 2009 – May 2010: FTWZ Project with Arshiya International as DGM**

Attainments

* Selected to be part of the setup team to acquire and develop 250 acres of land parcels in Panvel and 450 acres of land parcels in Khurja to set up the companies free trade warehousing zones
* Attained expertise in initial acquisition and setup of project sites to accommodate the engineering teams to start construction.

**Oct’07-May’09 with Reliance Capital (Anil Dhirubhai Ambani Group), Mumbai as Chief Manager Administration & Facilities Pan India**

Attainments

* Carried out the assignment of Chief Manager Administration and Facilities in the Consumer Finance Division of the ADAG Flagship Company Reliance Capital, ADAG being the second largest diversified business house in India.
* Managed the roll out of 55 branches in a period of 3 months and setup an Admin team of 30 employees.

**Apr’06-Oct’07 with The Kuoni Travel Group India, Mumbai as Manager – Administration and Public Relations**

Attainments

* Based on excellent performance was given 50% hike in wages and offered to join the Corporate HQ of Kuoni to take over the corporate administration and additionally handle the role of Group Public Relationship Manager.
* Took over the entire group admin setup within 4 months of the assignment.
* Awarded with an increase in wages by an additional 25%.
* Successfully picked up major share of infrastructure management and office set up knowledge as also various PR skills and contacts.
* Launched an admin portal, thus saved the cost in excess of Rs. 2 Cr.

**Sep’04-Apr’06 with Emerson Network Power India Ltd., Thane as (Champion Human Resource & Administration)**

Attainments

* Spearheaded various projects, such as hotel reverse auctions; set up offices and a specialised factory for cellular shelters in Nerul.
* Carried out a reverse action for hotel empanelment that led to attainment of record reductions in hotel pricing(5 Star category)
* Revamped the travel desk thereby implementing certain logical modifications in booking procedure, the same resulted in 30% savings on airfare.
* Part of the core team that managed to get ISO 14001 Certification for the company.

**Commence Work Experience**

**TENURE ORGANISATION DESIGNATION**

**Oct’98–Sep’04 The Indian Army- Infantry Corps**

The Growth Path

Oct’98-Sep99 Gentleman cadet

Sep’99-Jan’01 Lieutenant

Jan’01-Jul’01 Captain

Jul’01-Sep’04 Major (out of turn promotion in field)

**Military Courses Undergone**

**10 months Army Officer’s Trainee’s (Management) Training Programme (Equivalent to P.G.P.M.),**

Officer’s Training Academy, Chennai in 1999.

(**Major Modules:** HR, General Management, Administration, Leadership & Staff Duties Training; Technical Equipment & Maintenance Management; Logistics, Materials & Transport Management).

**5 months Young Officer’ Course (Equivalent to Junior Management Development Course)**

Infantry School, Mhow, M.P. in 2000

(**Major Modules:** Advanced HR / General Management, including training in recruitment, man power planning, organizing training, HR budgeting & reporting functions; including management of purchase, inventory, warehousing, transport & operations management; Special weapons related training).

**Diploma in Leadership & Motivation Course or otherwise known as The Army Commando Course**

The Junior Leaders School Commando Wing, Belgaum in 2000.

**ADP (Automation & Data Processing)**

The Infantry School, Mhow in 2000. Secured Grade A

**Academic Credentials**

**Certificate Course In Real Estate Management**

IIMB in 2013

**P.G. Diploma in Human Resource Management (Training & Development)**

Xavier’s Institute of Management

**1 year Management Course of Foreign Trade (M.P.I.T.F.)**

Indira Institute of Management, Pune in 1998.

**B.Com. (Business Administration and Entrepreneurship)**

University of Pune in 1997.

**Personal Minutiae**

**Date of Birth :** 9th May 1977.

**Address :** 907 A, Stellar, Mahavir Universe, Near Dreams Mall, Off LBS Marg, Bhandup (W),

Mumbai – 400078.

**Linguistic Abilities :** English, Hindi, Marathi, German

**Nationality :** INDIAN